

# **Configuration Manual**

## **Ascom d62 DECT Handset**

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## 1 Introduction

This document is a guide for installing, configuring and maintaining functionality of the d62 handsets.

The d62 can be used straight away in your system but it is highly recommended to install the Portable Device Manager (PDM) Windows Version or the Integrated Wireless Messaging and Services application (IMS2). This enables customization of the behaviour of the handset to suite each user profile and the specific PBX used in the system.

The PDM Windows Version is aimed for smaller sites where the handsets are within reach. The IMS2 makes it possible to administrate the handsets centrally via a web interface without the need to collect the handsets.

It is recommended that the reader has basic knowledge of the Ascom system and basic knowledge of subscribing handsets to the PBX.

### 1.1 Abbreviations and Glossary

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ALS       | Acoustic Location Signal                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| DECT      | Digital Enhanced Cordless Telecommunications:<br>global standard for cordless telephony.                                                                                                                                                                                                                                                                                                                                                                        |
| IM        | Interactive Messaging                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| IMS       | Integrated Wireless Messaging and Services<br>An application running on an ELISE module, that enables wireless services to and from portable devices and chargers.                                                                                                                                                                                                                                                                                              |
| IPDI      | See IPEI                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| IPEI      | International Portable Equipment Identity<br>IPEI/IPDI is needed to enable network subscription of the handset. At delivery of the handset, IPEI and IPDI are the same and either can be used for network subscription. If one handset is replaced with another using the Easy replacement procedure the IPDI will be exchanged and IPEI and IPDI will no longer be the same. If the IPEI and the IPDI differ, the IPDI shall be used for network subscription. |
| Messenger | Ascom d62 product license for Messaging solutions                                                                                                                                                                                                                                                                                                                                                                                                               |
| OTA       | Over The Air                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| PBX       | Private Branch Exchange:<br>Telephone system within an enterprise that switches calls between local lines and allows all users to share a certain number of external lines.                                                                                                                                                                                                                                                                                     |
| PDM       | Portable Device Manager<br>An application, running on a PC, for managing portable devices, charging racks, etc.                                                                                                                                                                                                                                                                                                                                                 |
| Protector | Ascom d62 product license for Personal security                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Talker    | Ascom d62 Standard product license                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Unite     | Generic term for messaging system that unites different systems, for example System 900, System 9d, and teleCARE M.                                                                                                                                                                                                                                                                                                                                             |
| User ID   | User ID identifies the set of user parameters possible to save and administrate via PDM. It can be moved together with user parameters between handsets. It is normally set automatically at DECT subscription to be equal to call number.                                                                                                                                                                                                                      |

## 1.2 Functionality matrix

The following matrix shows which functionality that can be used by the different product licenses (Talker, Messenger, and Protector) and requires settings via PDM.

|                                       | <b>Talker</b> | <b>Messenger</b> | <b>Protector</b> |
|---------------------------------------|---------------|------------------|------------------|
| Company Phonebook                     | Yes           | Yes              | Yes              |
| Central Phonebook                     | Yes           | Yes              | Yes              |
| Personalized menu                     | Yes           | Yes              | Yes              |
| Interactive Messaging                 | No            | Yes              | Yes              |
| Voice mail access                     | Yes           | Yes              | Yes              |
| Multifunction button                  | Yes           | Yes              | No               |
| Push Button Alarm                     | No            | No               | Yes              |
| Automatic Call after Alarm            | No            | No               | Yes              |
| Acoustic Location Signal (ALS)        | No            | No               | Yes              |
| DECT Location <sup>1</sup>            | No            | Yes              | Yes              |
| Special Location <sup>2</sup>         | No            | Yes              | Yes              |
| Poll Location <sup>3</sup>            | No            | Yes              | Yes              |
| Location, Base Station                | No            | Yes              | Yes              |
| Base station encryption               | Yes           | Yes              | Yes              |
| Push to Talk (PTT)                    | No            | Yes              | Yes              |
| Upload Language                       | Yes           | Yes              | Yes              |
| Clear lists in charger                | Yes           | Yes              | Yes              |
| Shared Phone <sup>1</sup>             | Yes           | Yes              | Yes              |
| Services                              | No            | Yes              | Yes              |
| Bluetooth Data Profile <sup>1,4</sup> | No            | Yes              | Yes              |
| Upgradable to Messenger               | Yes           | No               | No               |
| Upgradable to Protector               | Yes           | Yes              | No               |

1. Requires a functionality license.

2. DECT location must be enabled to use this feature.

3. DECT location or Base Station Positioning must be enabled to use this function.

4. The handset's hardware must support Bluetooth.

## 2 Getting started with Configuration of the d62 handset

It is possible to configure the d62 handset by inserting it into a desktop charger (DC4) or rack charger (CR3). The charger is connected via USB or ethernet to the PDM Windows Version or the IMS2.

In the case of IP-DECT, it is possible to configure the d62 over the air.

This chapter describes how to configure handsets in three different system setups:

- with PDM Windows Version
- with IMS2 via chargers
- with IMS2 over-the air

### 2.1 PDM Windows Version

The Windows Version is run on a PC. The handset is configured via PDM Windows Version as follows:

- Connect a desktop charger (DC4) or a rack charger (CR3) via USB to the computer running PDM.
- Start PDM.
- Place the handset in this charger which shall be connected to PDM.

For instructions on how to use PDM Windows Version, see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*.

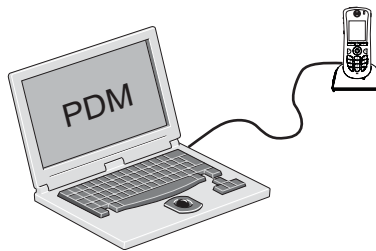


Figure 1. Configuration of handsets via PDM Windows Version

### 2.2 IMS2

The IMS2 is run on an ELISE2 module.

For instructions on how to use the IMS2, see *Installation and Operation Manual, IMS2, TD 92586GB*.

### 2.2.1 Via Chargers

- Connect a desktop charger (DC4) or a rack charger (CR3) via the Ethernet port to the network.  
The charger is by default configured to connect to the network using DHCP. If DHCP is not used in the network, connect each charger via USB to a PDM Windows Version and configure a static IP address.
- Start the IMS2.
- Place the handset in a charger that is connected to the IMS2.

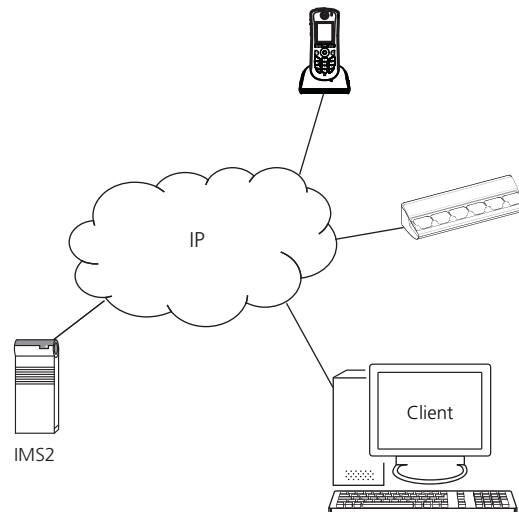


Figure 2. Configuration of handsets via IMS2 and chargers.

### 2.2.2 Over-the-air via IP-DECT

There is no external equipment needed besides IMS2 and IP-DECT. Please proceed with [3 Installation of handsets](#) on page 5.

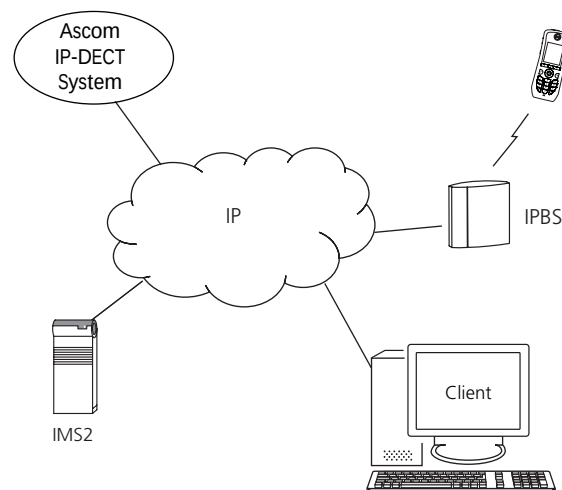


Figure 3. Configuration of handsets via IMS2 and over-the-air.

### 3 Installation of handsets

This section describes the recommended procedure for installing and configuring handsets. There are several ways to install a handset but the procedures described here guarantees simple maintenance of the system.

It is recommended to use the IMS2 to install and maintain handsets in a large system. The reason is that it enables to install, upgrade and configure a large amount of handsets simultaneously. Another benefit is that the collection of the handsets from the user is not needed. They can be maintained while placed in network connected desktop chargers (DC4) on the users desks. Network connected rack chargers (CR3) can also be used, or over the air in the case of IP-DECT.

The PDM Windows Version enables administration of handsets inserted in a Desktop Charger (DC4) or Rack Charger (CR3) connected via USB to the administrator's computer.

For PDM, see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB* or *Installation and Operation Manual, IMS2, TD 92586GB*.

#### 3.1 Preparing PDM Windows Version or IMS2 for handling of d62

If the parameter definition file (.def file) for the handset is not present in the PDM Windows Version or IMS2, it can be added by following the procedure below. The parameter definition file and software files are delivered as a package file with the extension '.pkg'. Note that template files (.tpl) may also be included in a package file.

- 1 Open the PDM Windows Version or the IMS2.
- 2 In the *File* menu, select Import > Packages.
- 3 Select the package and click "OK".

The package will be imported and the files will be created; one definition file with the extension *.def* and one software file with the extension *.bin*. Template files may also be created.

File extensions are further explained in an appendix in *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB* and *Installation and Operation Manual, IMS2, TD 92586GB*.

#### 3.2 Installation of a new handset

The installation basically contains three steps:

- Subscription towards the DECT-system – needed to be able to make calls and send messages (Mandatory).
- Create an identity for the handset in the PDM – needed to be able to configure the behaviour of the handset and take backups of the handset configuration (Recommended).
- Configure the handset using PDM – customize the behaviour of the handset to suite each user profile and the specific PBX used in the system (Recommended).

The installation is described in two different scenarios, see below. Before starting, check which scenario that suits best.

### 3.2.1 Handset installation, Scenario 1 (Recommended)

**Note:** If the handset shall be subscribed towards an IP-DECT system, the IP-DECT software version must be 3.1.X or higher. If that is not the case, use Scenario 2.

**Note:** The handset to be installed must not have any previous valid registrations. If it has a valid registration, unsubscribe the handset or use Scenario 2.

#### Subscribe and create an identity

- 1 Assign an extension number in the DECT system for the handset. See the corresponding manual for the DECT system.
- 2 Subscribe the handset towards the DECT system. The subscription procedure is described in *User Manual, Ascom d62 DECT Handset, TD 92477GB*.  
  
During the subscription procedure, the Number in PDM/IMS2 will automatically be set to be the same as the extension number.

**Note:** The User ID can be viewed by navigating to the menu:  
Admin menu > Device info > User ID  
To find the Admin menu, see [6.1 Admin Menu Tree](#) on page 29.

See also examples of handset configurations that can be made in chapter [5 Handset Configuration](#) on page 15.

### 3.2.2 Handset installation, Scenario 2

#### Create an identity

**Note:** The handset may not have a User ID. If a User ID exists, it can be removed by performing a factory reset, see [4.5 Perform a Factory reset](#) on page 11. In addition, a valid .def file for the handset has been imported to the PDM/IMS2

- 1 Insert the handset in a desktop charger or rack charger connected to PDM/IMS2.
- 2 In PDM/IMS2, navigate to the "Devices" tab and locate the handset in the list of devices. The handset is identified by finding the IPDI of the handset in the Device ID column.
- 3 Select the handset, make a right-click, select "Assign number..." and enter the extension number for the handset.  
  
The number that is assigned must not be present under the "Numbers" tab. If this is the case, it is recommended to delete the number before "Assign number..." is performed.

The User ID can be viewed in the handset by navigating to the menu:  
Admin menu > Device info > User ID

See also examples of handset configurations that can be made in chapter [5 Handset Configuration](#) on page 15.

#### Subscribe the handset

- 1 Assign an extension number in the DECT system for the handset. See the corresponding manual for the DECT system.

- 2      Subscribe the handset towards the DECT system. The subscription procedure is described in *User Manual, Ascom d62 DECT Handset, TD 92477GB*.

In order to easily identify the handset, both the IPDI and the User ID are shown in the handset when initiating the subscription procedure.

### **3.2.3    Handset installation, Scenario 3**

## 4 Maintenance

### 4.1 Definitions

In the replacement descriptions, the handsets are defined as:

- "old handset" is the handset to be replaced, possibly damaged but still working
- "new handset" is the replacement handset that will get the settings used in the old handset

### 4.2 Upgrade handset software

It is possible to upgrade or reinstall the software on a handset. When upgrading the software of the handset, any data (for example, messages) may be deleted.

- 1 Open the PDM Windows Version or the Device Manager in the IMS2.
- 2 Open the *Devices* tab and select the handset you want to upgrade/reinstall.
- 3 Make a right-click and click "Upgrade software...".
- 4 A list of software files with a ".bin" extension will be presented under "Available software". Select the desired software file and click "OK".

See also *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*.

**Note:** It is also possible to upgrade several handsets of the same device type (d62) simultaneously using the Baseline function in the IMS2. See *Installation and Operation Manual, IMS2, TD 92586GB*.

### 4.3 View licenses of handset

The license(s) of a handset can be viewed as follows;

- In idle mode, press \*#34# and select "License", or
- View the license(s) via the Admin menu in the handset, see [6.1 Admin Menu Tree](#) on page 29, or
- In the PDM, select the "License" tab and select handset in the list. In the bottom of the work area, the license options of the device are listed, and whether the options are enabled or not.

### 4.4 Upgrade handset by license

**Note:** It is recommended to read the *Function Description, Product Licensing Overview, TD 92677GB* before reading this section. The document describes how to view current license(s), purchase license(s) and the technical solution of the upgrading alternatives described below.

It is possible to upgrade a handset to Protector, and/or add new functionality by adding a license key for the function(s)/variant.

There are three alternatives for upgrading a handset:

- Automatic upgrade, see [4.4.1 Automatic license upgrade](#) on page 9.
- License upgrade using import/export, see [4.4.2 License upgrade using import/export](#) on page 9.

- Manual upgrade, see [4.4.3 Manual license upgrade](#) on page 10.

**Note:** A handset can be re-licensed up to 99 times.

The following options are license dependent :

- Shared Phone<sup>1</sup>, see [5.30 Shared Phone](#) on page 26 for additional settings.
- DECT Location, see [5.14 DECT Location](#) on page 21 for additional settings.
- Bluetooth Data Profile<sup>2</sup>, see [5.32 Bluetooth Data Profile](#) on page 28 for additional settings.

#### 4.4.1 Automatic license upgrade

Use this option if the PDM has an internet connection to the License Server.

- 1 Place the handset in a charger connected to the PDM.  
First time the handset logs on the PDM, the license key will automatically be downloaded to the handset, go to step 3.
- 2 If the handset has been logged on to the PDM before, no automatic check for licenses will be done. The PDM and License Server must be synchronized as follows;
  - Open the PDM Windows Version.
  - Select the "Licenses" tab.
  - Right-click the handset in the list.
  - Select "Refresh".The license key will now be downloaded to the handset.
- 3 The handset will be restarted. See also [4.3 View licenses of handset](#) on page 8 for viewing the handset's license option(s).

#### 4.4.2 License upgrade using import/export

Use this option if the PDM has no internet connection to the License Server. A device information file (.XML) must first be exported from the PDM, and then imported to the License Web.

- 1 Place the handset in a charger connected to the PDM.
- 2 Open the PDM Windows Version.
  - Select the "Licenses" tab.
  - Right-click the handset(s) in the list.
  - Select "Export".
  - Save the file on a computer with internet connection to access the License Web later on.
- 3 Access the License Web by entering the address "<https://ascom-ws.com/licenses>" in a browser. The License Web is used for;
  - Importing the device information file
  - Viewing/Purchasing the license(s) for the handset(s)
  - Downloading the license file containing the license key(s) for the handset(s)

See the online help on the License Web, or *Function Description, Product Licensing Overview, TD 92677GB* for information on how to use the License Web.

- 4 When the license file (.XML) containing the license key(s) has been downloaded from the License Web, select File > Import > Licenses in the PDM to import the file.

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1. Only applicable if the handset is used in a IP-DECT system.  
2. The handset's hardware must support Bluetooth.

- 5 When the file is imported, the license key(s) is downloaded to the handset(s), and the handset will be restarted. See also [4.3 View licenses of handset](#) on page 8 for viewing the handset's license option(s).

#### 4.4.3 Manual license upgrade

Use this option if the serial numbers of the devices cannot be exported to a file due to a PDM is not in use. The serial number(s) must be manually entered in the License Web to get the corresponding license key for the handset. The license key must also be manually entered in the handset. See the online help on the License Web or the *Function Description, Product Licensing Overview, TD 92677GB* for information on how to get a license key.

**Note:** If several handsets shall be upgraded, it is recommended to use [4.4.2 License upgrade using import/export](#) on page 9.

The license key is added via the Admin menu in the handset, see [6.1 Admin Menu Tree](#) on page 29 for information on how to activate the Admin menu.

**Note:** It is also possible to press \*#35# in idle mode for quick access to the "Enter license key" menu.

- 1 Press the soft key "Menu".
- 2 Select "Calls".
- 3 Select "Admin menu".
- 4 Select "Enter license key".
- 5 Enter the license key without any spaces between the digits.
- 6 Press "OK".

If the license key is valid, a dialog window "License key accepted" is shown. The handset will now be restarted.

#### 4.4.4 Move License

**Note:** This feature requires IMS2 that supports the move license feature, and a connection to the license server.

It is possible to move a license from a d62 Messenger or d62 Protector to another unlicensed handset of the same device type (that is d62 Talker).

**Note:** A Bluetooth Data Profile license can only be moved to a handset with Bluetooth. In addition, a Shared Phone license can only be moved to a IP-DECT handset.

An example of when to use the Move license command is when there is an unused d62 Talker and a d62 Protector with a broken display. Use the Move license command to move the Protector license to the d62 Talker which becomes a d62 Protector. Then the broken handset (which is now a d62 Talker) can be sent for service.

- 1 Select the "Licenses" tab.
- 2 Select the device whose license shall be moved. The selected row is highlighted.
- 3 In the License menu, select "Move license..." or right-click and select "Move license...". The Move license window appears.

- 4 Select the device that shall receive the license. Click "OK".

If no devices are shown in the Move license window, there are no devices that are selectable to move the license to.

See also [4.6 Replacement procedure choice guide](#) on page 11 for information on how to move user parameters and contacts to another handset.

#### 4.5 Perform a Factory reset

When a factory reset is done on a handset, all configuration settings will be restored to default values, PBX subscriptions will be removed and all data are removed. This includes contacts, messages etc. The software will be left intact.

Factory reset is activated from the Admin menu. See chapter [6.1 Admin Menu Tree](#) on page 29 to see how to activate the Admin menu, and [Figure 4](#) on page 30 to see where in the menu to find "Factory reset".

After a factory reset, follow the steps under [3.2 Installation of a new handset](#) on page 5.

#### 4.6 Replacement procedure choice guide

Depending on situation, two different replacement procedures can be chosen; replacement via PDM/IMS2 and Easy Replacement. Use the following list as a guide to choose which procedure to use.

- If a handset needs to be replaced due to for example a broken display, see *User Manual, Ascom d62 DECT Handset, TD 92477GB*.
- If the electrical connection is damaged, it might not be possible to follow the Easy Replacement procedure. Depending on fault, it might work to do a replacement via PDM/IMS2, see [4.7 Replacement of handset with the IMS2](#) on page 11 or [4.8 Replacement of the handset with the PDM Windows Version](#) on page 13.
- If two handsets and their settings shall be switched between two users, follow [4.7 Replacement of handset with the IMS2](#) on page 11 or [4.8 Replacement of the handset with the PDM Windows Version](#) on page 13.

#### 4.7 Replacement of handset with the IMS2

Both the old handset and the new handset must be of the same device type (d62 or d41). The same extension number is assigned to the new handset.

Make sure that the old handset is saved in the IMS2. Start the Device Manager in the IMS2 and navigate to the "Numbers" tab. There shall be a tick in the "Saved" column for the old handset.

If the handset is not saved, insert it into a desktop charger or rack charger connected to IMS2 and perform a save, see *Installation and Operation Manual, IMS2, TD 92586GB*.

If it would be impossible to save the old handset settings, stop this replacement procedure. Instead unsubscribe the old handset from the PBX, register the new handset and follow the instructions for installing a handset, see [3.2 Installation of a new handset](#) on page 5.

When the handset is saved, unsubscribe the old handset from the PBX.

The following steps are described in two different scenarios, check which one suits the best before proceeding.

#### 4.7.1 Data included in a replacement transfer

The following data is replaced during a replacement with IMS2:

- User parameters (including User ID)
- Contacts (entered by the user)

Note that the following data is *not* replaced:

- DECT registration
- Call list
- Messages
- Bluetooth pairing list
- Company phonebook
- Downloaded Language
- Licenses<sup>1</sup>

#### 4.7.2 Handset replacement with IMS2, Scenario 1

**Note:** If the handset shall be subscribed towards an IP-DECT system, the IP-DECT software version must be 3.1.X or higher. If that is not the case, use Scenario 2.

**Note:** The handset to be installed must not have any previous valid registrations. If it has a valid registration, unsubscribe the handset or use Scenario 2.

- 1 Subscribe the new handset with the same extension number as the old handset. During the subscription procedure, the IMS2 identity (User ID) will automatically be set to be the same as the extension number.

**Note:** The User ID can be viewed in the handset by navigating to the menu  
Admin menu > Device info > User ID

- 2 Insert the handset into a desktop charger or rack charger connected to IMS2 (not needed if an over the air connection is used). Navigate to the Numbers tab in IMS2 Device Manager.

The new handset now has the same User ID as the old handset. It will automatically be synchronized and data and parameter settings from the old handset will be transferred to the new handset.

The synchronization will take a while if the Contacts in the original handset contains a large number of contacts.

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1. A handset's product license (for example, d62 Messenger) and feature license(s) can be moved using the Move license function in the IMS2.

### 4.7.3 Handset replacement with IMS2, Scenario 2

- 1 Make a note of the IPDI of the new handset. It is found by pressing \*#06# on the handset.
- 2 Insert the new handset into a desktop charger or rack charger connected to the IMS2 and navigate to the Numbers tab in the Device Manager in IMS2.
- 3 Select the old handset in the list and make a right-click. Click "Associate with device...". Select the device with an IPDI that matches your new handset from the list that appears.

The new handset is automatically synchronized and all data and parameter settings will be transferred to the new handset.

The synchronization will take a while if the Contacts in the original handset contains a large number of contacts.
- 4 Subscribe the new handset.

## 4.8 Replacement of the handset with the PDM Windows Version

To see which data that is replaced during this process, see [4.7.1 Data included in a replacement transfer](#) on page 12.

Both the old handset and the new handset must be of the same device type (d62 or d41). The same extension number is assigned to the new handset.

The new handset should not be subscribed towards the PBX yet.

- 1 Perform a factory reset, see [4.5 Perform a Factory reset](#) on page 11, if the new handset has been previously used.
- 2 Make sure that the old handset is saved in the PDM by starting PDM and navigating to the Numbers tab. There shall be a tick in the "Saved" column for the old handset.

If the handset is not saved, insert it into a desktop charger or rack charger connected to the PDM and perform a save.

**Note:** If it would be impossible to save the old handset settings, stop this replacement procedure. Instead register the new handset and follow the instructions for installing a handset, see [3.2 Installation of a new handset](#) on page 5.

The following steps are described in two different scenarios, check which one suits the best before proceeding.

### 4.8.1 Handset replacement with Win-PDM, Scenario 1

Subscribe the new handset with the same extension number as the old handset. During the subscription procedure the PDM identity (User ID) will automatically be set to be the same as the extension number.

**Note:** The User ID can be viewed by navigating to the menu Admin menu > Device info > User ID.

- 1 Insert the new handset into a desktop charger or rack charger connected to the PDM.

- 2 A dialog window appears, asking the user to decide whether to use the Number settings in PDM or the Number settings in the device. Select PDM.  
  
The handset will automatically be synchronized and all data and parameter settings will be transferred to the new handset. The synchronization will take a while if the Contacts in the original handset contains a large number of contacts.

**Note:** If subscribing towards an IP-DECT system, the IP-DECT software version must be 3.1.X or higher. If not, use Scenario 2.

**Note:** The handset to be installed must not have any previous valid registrations. Unsubscribe handset or use Scenario 2.

#### 4.8.2 Handset replacement with Win-PDM, Scenario 2

- 1 Insert the new handset into a desktop charger or rack charger connected to the PDM.
- 2 A pop-up will be displayed. Select the option "Associate with number". Follow the instructions and select the number of the old handset, see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*.  
  
The handset will automatically be synchronized and all data and parameter settings will be transferred to the new handset. The synchronization will take a while if the Contacts in the original handset contains a large number of contacts.
- 3 Subscribe the new handset.

### 4.9 Brazil or other Latin America countries – DECT frequency configuration

**Note:** This chapter is only applicable if the handset is used in Brazil or other Latin American countries.

In order to change the operating frequency band, the following preconditions must be fulfilled:

- The frequency set to "Not initiated". This can be checked by entering the Admin menu, see [6 Administration](#) on page 29, follow the path:  
Admin menu > Device info > Hardware.  
Scroll down to "Frequency band".
- The handset must not have a DECT registration. If it already has, perform a Factory reset, see [4.5 Perform a Factory reset](#) on page 11.

- 1 Enter the Admin Menu, see [6 Administration](#) on page 29.
- 2 Select "Frequency band" and select the desired band.
  - LA (Latin America): 1910-1930 MHz
  - Brazil: 1910-1920 MHz
- 3 Restart the handset.
- 4 Register the handset.
- 5 The frequency band option will no longer be available.

**Note:** The selection is persistent and will stand a factory reset.

## 5 Handset Configuration

**Note:** This chapter describes settings in parameter definition files (.def). These files are regularly updated and settings may change slightly. For example "On" to "Enable" or a parameter can be moved to another directory.

### 5.1 Configure a Handset Using a Template

It is possible to select a handset in the PDM and directly change one or more configuration parameters. By using a template, the same configuration can easily be applied to many handsets simultaneously. Templates are also an efficient way to give good control over which changes that are applied to each handset.

Templates enables configuration of all aspects of a handset from sound volume to keypad shortcuts.

Your supplier can provide example templates for different PBX:s. The handset will have full functionality towards the PBX even without such a template. By using such a template, though, the handset will be customized for that PBX with menu options for PBX specific functions such as Callback.

A template can be created (see [5.1.1 Create a template](#)) and/or imported (see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*).

#### 5.1.1 Create a template

- 1 Open the PDM Windows version or the Device Manager in the IMS2.
- 2 Select the *Templates* tab and open the menu "Template > New...". The *Create Template* window is opened.
- 3 Select the device d62 and parameter version that matches the software version installed on the handset. Give the template a descriptive name.  
  
The parameters that are not part of the template will be left unchanged on the handset.  
  
The parameter version of an installed handset is visible under the "Numbers" tab or the "Devices" tab.
- 4 Select the checkbox of each parameter that you want to be part of this template and enter the proper value.
- 5 Click "OK" to save your template.

### 5.1.2 Apply a template

- 1 Open the PDM Windows Version or the Device Manager in the IMS2
- 2 Open the *Numbers* tab and select the handsets you want to apply the template to.
- 3 Make a right-click and select "Run template...".  
Only templates with a parameters version matching the selected handsets will be shown. Select the template you want to apply and click "OK".
- 4 The template is applied. The number of parameters in the template will affect the time it takes to apply the template to the selected handsets.  
When looking at a handset under the *Numbers* tab, the column "Last run template" will show the name of the most recently applied template.

**Note:** It is also possible to apply a template on several handsets of the same device type (d62) simultaneously using the Baseline function in the IMS2. See *Installation and Operation Manual, IMS2, TD 92586GB*

### 5.1.3 Save a handset configuration as a template

It is possible to save all settings of a handset as template. Please note that this does not include contacts and other personal data. The template will only contain configuration data.

This template can be used as a backup if you want to restore the configuration of the handset at a later stage or as a template that can be applied to a number of handsets.

- 1 Open PDM Windows version or the Device Manager in the IMS2.
- 2 Open the *Numbers* tab and select the handset you want to save as a template.
- 3 Make a right-click and select "Use as a template...". Enter a descriptive name for the template.
- 4 The *Edit template* window is opened. By default, all parameters are selected and are saved when clicking "OK".  
If one or more parameters should be excluded, remove them by clearing the checkbox next to the parameter.  
Some parameters are user specific. If it is decided to apply this type of template to several handsets, it is recommended to exclude the following parameters:
  - Owner ID - A text string displayed in idle mode. The parameter is located directly under "Settings".
  - Phone lock PIN code - The security code used to unlock the keypad. The parameter is located under Settings > Locks.
- 5 Click "OK".

### 5.1.4 Synchronizing a handset with PDM

After installing and saving a handset, it will be synchronized each time it is connected to the PDM. The synchronization transfers parameter changes between the handset and the PDM and vice versa as follows:

- If a parameter has been changed in the handset, it will be transferred to the PDM/IMS2.
- If a parameter has been changed in the PDM/IMS2 while the telephone was disconnected, it will be transferred to the handset.

If the same parameter has been changed in both the PDM/IMS2 and the handset, the value in PDM/IMS2 will be transferred to the handset.

## 5.2 Voice Mail

In some systems it is needed to assign the handset number of the Voice Mail service. The parameter can be set specifically for each PBX subscription on the handset and is accessed from Systems > System x > PBX Settings > Numbers. "System x" is replaced with the subscription (System A - System H) that is configured.

## 5.3 Central Phonebook

If the system is equipped with a messaging server with a phonebook service, the Central Phonebook on that server can be accessed from the handset. The number to be used is set to default 999999. It can be changed by editing parameters in a Number or a template.

If the system is not equipped with a Central Phonebook, this menu option can be removed from the handset by entering an empty value for the corresponding parameter.

The parameter can be set specifically for each PBX subscription on the handset and is accessed from Systems > System x > PBX Settings > Numbers. "System x" is replaced with the subscription (System A - System H) that is configured.

## 5.4 Company Phonebook

It is possible to create a phonebook that is administered centrally and uploaded to the handset from PDM. If this feature is used, entries from Contacts and Company Phonebook are merged. The Company Phonebook entries are locked and cannot be edited in the handset.

### 5.4.1 Create a phonebook file

The phonebook file (.cpb) is normally created from an Excel file using a script to extract the information and create the phonebook file (.cpb). The Excel file, "Company Phonebook.xls" is delivered from your supplier.

The format of the rows in the phonebook file is:  
<Name><tab><phone number><carriage return>  
followed by additional rows for each entry.

The handset supports a maximum length of 24 characters in each field, additional characters are truncated when the phonebook file is created. The following characters are accepted in the handset number field in the phonebook file, but are ignored when the phonebook file is created: "(", ")", "-", and " "(space).

Phonebook files created for OfficeM may be used, but an additional field may be included after the "phone number" field in the file. The information in this field is ignored in the handset from the user point of view. The extra information limits the number of entries that can be saved in the handset and the file may be too big to be uploaded to the handset.

### 5.4.2 Upload a phonebook file

In PDM, go to the devices tab and select device(s). In the Device menu, select Upload phonebook.

See also *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*, or *Installation and Operation Manual, IMS2, TD 92586GB*.

## 5.5 Call Services

Call services is a configurable menu in the handset. The purpose of the Call services menu is to provide a user friendly access to system dependent functionality such as absence handling and call diversion.

The menu is described in *User Manual, Ascom d62 DECT Handset, TD 92477GB*.

Besides the default Call services functions, it is possible to define 10 extra system specific call services by codes. The codes can be programmed with pause (P) and auto disconnection (H). Both Name and Data must be defined for the option to be displayed. Possible values: Digits 0-9, #, \*, 'P' – pause, H – hook.

The programming of the menu is done with PDM. For instructions on how to work with PDM, see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*.

Using the PDM and the "Edit template" feature, the parameter can be found at Systems > Common > Call Services > General Service X

**Note:** Your supplier may have a template example that will configure the call services menu for the PBX.

## 5.6 In Call Menu

In Call Menu is a configurable menu in the handset. The purpose of the In Call Menu is to provide a user friendly access to system dependent functionality during a call such as:

- Start a new call during a conversation
- End a call
- Switch between calls
- Transfer a call
- Transfer to a new call<sup>1</sup>
- Make a conference call
- Activate call back
- Sending call waiting
- Open Contacts
- DTMF
- Turning microphone on/off<sup>1</sup>

The menu is described in *User Manual, Ascom d62 DECT Handset, TD 92477GB*.

The programming of the menu is done with PDM. For instructions on how to work with PDM, see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*.

Ask your supplier for example templates that will configure the in call menu for your PBX.

## 5.7 Own Line Settings

Use the own line settings when it is desired to use the same phonebook in different systems and in different countries.

The own line settings enables:

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<sup>1</sup>.This option will be visible when the parameters "New call" and "Transfer" are set.

- Calling numbers stored with a "+" sign for the international access code. The same phonebook can be used in different countries.
- Recognizing incoming internal or external calls as numbers stored on international format in the phonebook. The same phonebook can be used in different systems.

In order for this feature to work, numbers must be stored in the phonebook in international format with a "+" sign for the international access code. Also, the Own Line parameters must be configured via PDM/IMS2.

For instructions on how to work with PDM/IMS2, see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*, or *Installation and Operation Manual, IMS2, TD 92586GB*.

## 5.8 Uploadable Language

It is possible to upload *one additional* language to the handset. The language file is generated via an Excel file. The Excel file used to generate language files is delivered from your supplier.

**Note:** If another language file is uploaded, the first additional language is overwritten.

Certain special characters are allowed when generating the language file, see information in the Excel file.

To upload an additional language, the PDM or IMS2 is used, go to the devices tab and select device(s). In the *Device* menu, select "Upload language...".

A parameter can be altered to match the uploaded language. The parameter controls:

- The characters available for text input
- The sort order in the phonebook.

This parameter is only used when Language is set. The Parameter can be found in the "Settings" folder.

See also *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*.

**Note:** It is also possible to upload a language on several handsets of the same device type (d62) simultaneously using the Baseline function in the IMS2. See *Installation and Operation Manual, IMS2, TD 92586GB*.

## 5.9 Customize the Menu

It is possible to customize the handset's menu by turning certain menus On or Off. This is done in the PDM by editing a template (or a Number setting) for the corresponding portable (or Number).

The path to these settings in the template depends on the version of the parameter definition file (.def). In the current version the path is:

Customization > Visibility > X

where "X" can be Messaging, Favourites, etc.  
The parameters are found under "X".

The settings for the parameters may have three alternatives, such as:

- Show
- Hide all
- Hide admin (All settings can be viewed but not modified by the handset user)

### 5.10 Clear Lists when inserted in Charger

The handset can be configured to clear lists when placed in a charger. The following message and call lists will then be cleared:

- Inbox
- Unsent
- Sent
- Call list
- Missed calls

Using the PDM and the "Edit template" feature, the parameter can be found at Connections > In\_Charger > Clear\_Lists\_In\_Charger in a template or parameter definition file (.def).

The default setting for "Clear list in charger" is "Off". The feature is activated by changing the parameter value to "On". When the feature is enabled, the lists are cleared when the handset is placed in the charger.

### 5.11 Disable Homebase GAP Registration

When the feature is enabled, it is not possible to register to a home base.

Using the "Edit template" feature in the PDM, the parameter can be found at Systems > Home\_Base\_Subscription.

The parameter shall be set to "Enable" for registration of a new base station. The default value is "Disable".

### 5.12 Require Encrypted Base Station

The handset can be configured to establish calls via encrypted base stations only. This is used to avoid snooping in the telephony network.

Requirements:

- The encryption is enabled in the base station. See corresponding manual for the base station.
- If Ascom's base station is used, the software version must be 3.1.x or greater.
- The handset software version must be 2.9.7 or greater.

Using the "Edit template" feature in the PDM, the parameter can be found at Systems > Encryption required.

When the parameter is set to "Yes", it is only possible to establish calls via encrypted base stations. The default value is "No".

### 5.13 Base station positioning

An approximate location of the handset is possible to sent along with an alarm. The handset evaluates the field strength ratio of the individual radio Base Stations and sends the best-rated Base Station ID to indicate an approximate location of the handset.

In addition, a system can also request the Base Station ID regardless if an alarm is sent or not. See [5.16 Poll Location](#) on page 22.

In a template or Number in PDM/IMS2, the parameter for activation is found at:

Location > Base station positioning

**Note:** The standby time for the handset will be lower when Base station positioning is activated.

### 5.14 DECT Location

**Note:** This is a license dependent feature, see [4.4 Upgrade handset by license](#) on page 8. The parameter "DECT Location" for the Location Device must also be enabled. Contact the system administrator for more information.

The DECT Location feature is equipped with DECT location devices which continuously transmit location information to the handset, that is location ID and threshold value. The handset stores the four last received location IDs, see also [5.14.1 Location Test](#) on page 21.

When an alarm is sent, the four last stored location IDs, together with the time since they were received, are transmitted to give an indication of the location of the handset.

In addition, the location IDs can also be sent to the system regardless if an alarm is not sent (see [5.15 Special Location](#) on page 22), and a system/application can also request a handset's location (see [5.16 Poll Location](#) on page 22).

In a template or Number in PDM/IMS2, the parameter for activation is found at:

Location > DECT location

#### 5.14.1 Location Test

When a DECT location system is installed, a handset with this feature has to be used for location test. The handset will display the received location data in the following format:

LR: <Number of received locations > LV: <Number of valid locations>  
LT: <Time in seconds since last current location ID was received>  
L1: <Location ID>, S: <Signal strenght>, T: <Threshold value>  
L2: <Location ID>  
L3: <Location ID>  
L4: <Location ID>

LR is a counter that displays the number of received locations within the range of a Location Device(s), regardless of threshold level in the Location Device is exceeded or not.

LV is a counter that displays the number of received locations within the range of a Location Device(s) with a signal strength greater than the threshold value, that is, a valid location.

LT is a counter that displays the elapsed time in seconds since the current location (L1) was received. It stops counting when it reach its maximum value, that is, 65535 seconds.

L1- L4 shows the four last valid location IDs. The location ID with highest difference between the measured signal strength and threshold value is regarded as the current location (L1). This means that only one current location may exist, even if several valid locations have been received.

S is the signal strength for the current location

T is the threshold value for the current location.

- 1 Press the soft key "Menu".
- 2 Select "Calls".
- 3 Select "Admin menu".
- 4 Select "Location info".
- 5 Select "DECT Location info"

### DECT Location Indication

When the DECT Location info screen is present, the handset can give an indication upon received locations with RSSI greater than the threshold value. Depending on configuration, a green LED will lit as long as a valid location are received, and a beep is sounded each time a new valid location is found. A location is considered as "new" when the location ID is changed for the current location.

In a template or Number in PDM/IMS2, the parameter for activation is found at:

Location > DECT location indication

## 5.15 Special Location

It is possible to configure a handset to automatically send its location to the system each time it receives a valid location from a Location Device having the parameter "Immediate Alarm Transmission" enabled.

**Note:** A handset that receives a new location already visited within the last 3 seconds will not send the location towards the system. This will prevent unwanted repetitions of special locations in the system

In a template or Number in PDM/IMS2, the parameter for activation is found at:

Location > Special location

## 5.16 Poll Location

A system/application can request a location of a handset. When location of the handset is requested, the handset send its exactly location (DECT location enabled), or an approximate location (Base Station positioning enabled) depending on the set parameters in the handset.

If DECT location is enabled, the handset sends the four last received DECT location IDs together with the time since they were received. See also [5.14 DECT Location](#) on page 21.

If Base Station positioning is enabled, the handset sends the best-rated Base Station ID together with the time since it was received. See also [5.13 Base station positioning](#) on page 21.

## 5.17 Site Survey Tool

See *User Guide, Site Survey Tool, TD 92220GB*.

## 5.18 Push Button Alarm

**Note:** This feature is applicable for d62 Protector only.

It is possible to configure how alarms shall be handled in a system. An alarm can be activated by a user in two different ways:

- A single long press
- Multiple press

The following alarm types are handled:

- Push-button alarm
- Test alarm

In a template or Number in PDM/IMS2, the parameters for activation are found at:

Alarm > Alarm on long press  
Alarm > Alarm on multiple press  
Alarm > Common

Parameters in the current version are:

- Alarm type for long press  
Test alarm, Push-button Alarm 1, or Push-button Alarm 2
- Display text for long press
- Duration for long press
- Alarm type for multiple press  
Test alarm, Push-button Alarm 1, or Push-button Alarm 2
- Display text for multiple press
- Define multiple press
- ALS enabled<sup>1,2</sup>
- Silent alarm<sup>1</sup>  
If enabled, the indication of an alarm has been sent and received is disabled.
- Automatic call after alarm  
The call can be established in the following modes;
  - Normal: the call is established as an ordinary call.
  - Loudspeaking: the loudspeaker on the backside of the handset is turned on.
  - Monitoring: a one-way speech channel is established, that is, the called part can only listen to a conversation.
- Indicate triggered alarm with LED<sup>3</sup>
- Indicate triggered alarm with vibrator<sup>1</sup>
- Indicate triggered alarm with beeper signal<sup>1</sup>
- Password protect ALS  
Determines if a password is required to turn off the ALS
- Stored alarm data  
Information that shall be sent along an alarm (for example a handset's location)

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1. If the parameters "ALS enabled" and "Silent alarm" are set, no ALS will be triggered after an alarm has been sent.

2. The ALS will not be activated if an automatic call is established after an alarm has been sent.

3. If the parameter "Silent alarm" is set, no indication will be shown when an alarm has been sent or received.

- Number for automatic call after alarm  
Determines which number the handset automatically shall call after an alarm is sent

Information about the handset's location can also be sent along with an alarm, see [5.13 Base station positioning](#) on page 21 and [5.14 DECT Location](#) on page 21.

### 5.19 Interactive Messaging and IM parameters

This feature only works in d62 Messenger and Protector, not in Talker.

IM parameter settings can be set, and for the current version of parameter definitions, they are found at:

Settings > Messaging

Examples of parameters are:

- Text size
- Time to Read (TTR)  
Sets how long a message is shown in the display.
- Message List representation  
Can be set to text or number.
- Repeat Message Indication  
This parameter enables/disables message indications. It sets whether a message indication shall be repeated until confirmed by the user or not. The current repetition rate is 7 seconds. If the message itself contains a repetition, it overrides this setting.
- IM Option Mode  
This parameter is used for older applications and sets that three soft keys shall be placed automatically, i.e. on softkeys or in an option menu (list).

### 5.20 Broadcast and Multicast Messaging

This feature is supported by d62, but no parameter settings are possible.

### 5.21 Services

**Note:** This feature works in Messenger and Protector only.

From PDM/IMS2, it is possible to configure up to ten services that can be reached from the Services menu. It is also possible to configure soft keys to reach services quickly.

In a template or Number, the settings are done under Services.

In the current version, the following services can be configured:

- Phone Call
- Send Data
- Send Message
- Edit Alarm Data

This feature only works in Protector.

### 5.22 Protect registration from user deletion

It is possible to protect or unprotect a registration from deletion via the handset menu by altering the parameter "Protected flag". In a template/Number in PDM/IMS2, the

parameter is found at:  
Systems > System X > Registration data.

### 5.23 Emergency Call Number

This is a phone number for emergency calls. It is always possible to call this number, regardless of whether phone-lock or key-lock are active or not. The Parameter is found in a template/Number in PDM/IMS2 in the "Settings" folder.

### 5.24 Audio adjustment

It is possible to adjust the side tone level, i.e. how much of the speakers voice that is fed back to the speaker. The side tone level is set via PDM by adjusting the parameter:

Audio > Normal > Normal side tone adjustment

The parameter affects the "normal" mode, i.e. not wired headset, not Bluetooth headset and not the handsfree/loudspeaking mode.

For configuration of headset audio see, [5.25 Headset configuration](#) on page 25.

**Note:** Changing this parameter may result in lower sound quality and high sound level. Evaluate carefully before applying.

### 5.25 Headset configuration

A headset is recommended if you frequently use the handset and/or want to have both hands free. The headset comes in two versions; microphone integrated in the cable, and microphone on a boom.

In order to achieve optimal audio quality with the different headset types, it is recommended to set the corresponding headset profile.

The default setting is "microphone on a boom", which means that the audio is optimized for using a headset with microphone on a boom. The headset profile can be changed in the handset menu or in a template/Number via PDM/IMS2 in:

Connections > Headset > Headset type

If the preconfigured headset profiles does not match the headset or the audio performance is bad, it is possible to configure a headset profile. In PDM/IMS2, this is done under:

Connections > Headset > Headset type > User headset profile

When a name has been configured for the profile it will be visible and selectable in the handset menu.

The following parameters can be set:

- microphone gain
- speaker gain

**Note:** Changing these parameters may result in a very high sound level which can cause hearing damage.

**Note:** Changing these parameters may result in lower sound quality such as noise and echo. If the audio problems occur, it is noticeable for the person listening on the conversation. Evaluate carefully before applying.

## 5.26 Owner identification in the idle display.

It is possible to add owner identification in standby mode of the handset. In a template or Number in PDM/IMS2, the parameter is found at:

Settings > Owner ID

**Note:** It is also possible to configure the Owner ID via the handset menu. See *User Manual, Ascom d62 DECT Handset, TD 92477GB*.

## 5.27 Profiles

It is possible to set up an own profile for incoming calls, message alerts, vibrating alerts, key sound etc. This can be useful when there are many users on the same handset, and they want different sound profiles. It can also be used for temporarily settings, for example while in a meeting, incoming calls should be silent.

Profiles are configured via parameters in the "Profiles" folder.

**Note:** It is also possible to configure profiles via the handset menu. See *User Manual, Ascom d62 DECT Handset, TD 92477GB*.

## 5.28 Shortcuts

One click access to predefined functions can be configured for the Soft keys, Hot keys, Navigation keys, and the Multi-function button. It is for example possible to define the soft key to make a call.

Shortcuts are configured via parameters in the "Shortcuts" folder.

**Note:** When programming Soft keys both name and function must be set.

**Note:** It is also possible to configure shortcuts via the handset menu. See *User Manual, Ascom d62 DECT Handset, TD 92477GB*.

## 5.29 Import Contacts

It is possible to import a phonebook file (that is, local phonebook) to a handset. The phonebook file is a tab-separated .txt file, and contains two items per row; number and name. The PDM is used to import the phonebook file to the handset.

See Import Contacts in *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB* for more information.

See also [5.3 Central Phonebook](#) on page 17 and [5.4 Company Phonebook](#) on page 17.

## 5.30 Shared Phone

**Note:** This is a license dependent feature (see [4.4 Upgrade handset by license](#) on page 8) and applicable for IP-DECT systems only.

The feature Shared phone allows more than one user to use a handset. When a handset is configured to be a shared phone, it can be used by any shared phone user in the system.

Extension and messages will be user unique. Messages and call lists are deleted when a user logs off a handset. Contacts, settings, licenses, and Bluetooth devices will be common for all shared phone users of the same handset.

The parameter Default Master ID determines which IP-DECT Master the handset shall logon to. In a small IP-DECT system where a single IP-DECT Master is used, the parameter shall not be changed (default ID is "0").

In a large IP-DECT system where several IP-DECT Masters are used, the parameter may be changed depending on which IP-DECT Master that shall be used.

If the handset shall logon another IP-DECT Master, the user can override the default Master ID by entering Master ID followed by the User ID.

<\*><Master ID><\*><User ID>

In a template or Number in PDM/IMS2, the parameter is found at:

Systems > Common > Shared Phone

**Note:** When registering a handset for the first time in the PDM, the Number (User ID) will be equal to the handset's extension number. If another user logs on the same handset, the Number will be unchanged. It is recommended to rename Number to, for example, Shared X (where X is a number) to prevent number conflict if assigning several shared phone handsets the same extension when subscribing towards the IP-DECT system. Renaming the handset in PDM will also make it easier to find and administrate the handset in PDM.

See also *User Manual, Ascom d62 DECT Handset, TD 92477GB* for information on how to log on a handset.

It is possible to log off a handset when it is placed in a charger. In the PDM, select Connections > In charger > Logout.

### 5.31 Push-to-Talk (PTT) Group Call

**Note:** Messaging group(s) must be defined in the IMS2. See *Installation and Operation Manual, IMS2, 92586GB*.

To be able to call a PTT group (PTT Voice Style), its properties must also be set. Using the PDM and the "Edit template" feature, and select Push to Talk > PTT X (where X represents the groups 1 to 10).

The following parameters can be set:

- Group number - The Messaging group number that is defined in IMS2.
- Display text - This text appears in the display when the PTT group call is connected.
- Indication - Depending on the handsets in a PTT group, they may receive the PTT invitation as a message (PTT Message Style).
- Conference number - The phone number to the conference bridge (PTT server) that is provided by the system administrator.
- Answer mode - Determines if the PTT call shall be automatically or manually answered.
- Speaker mode - Determines if the PTT call shall be answered in loudspeaker mode.

## 5.32 Bluetooth Data Profile

**Note:** This is a license dependent feature (see [4.4 Upgrade handset by license](#) on page 8) and applicable for d62 Messenger with Bluetooth and d62 Protector with Bluetooth only.

The handset can be configured to receive data from a bluetooth barcode reader and then send the data to another destination.

See also *User Manual, Ascom d62 DECT Handset, TD 92477GB* for information on how to connect a bluetooth barcode reader.

In a template or Number in PDM/IMS2, the parameters are found at:

Bluetooth Data > Configuration

The following optional parameters can be set:

- Prefix - A prefix (for example "\*23\*" or "Barcode:") can be sent along with the barcode data.
- Number - Determines where the data shall be sent.

**Note:** If no number is defined, the data is transmitted as user data (that is, the data is sent to a system/application). Otherwise, the data is sent as a message (for example to another handset).

## 6 Administration

### 6.1 Admin Menu Tree

The handset has a hidden menu for system administrators. The Admin menu contains:

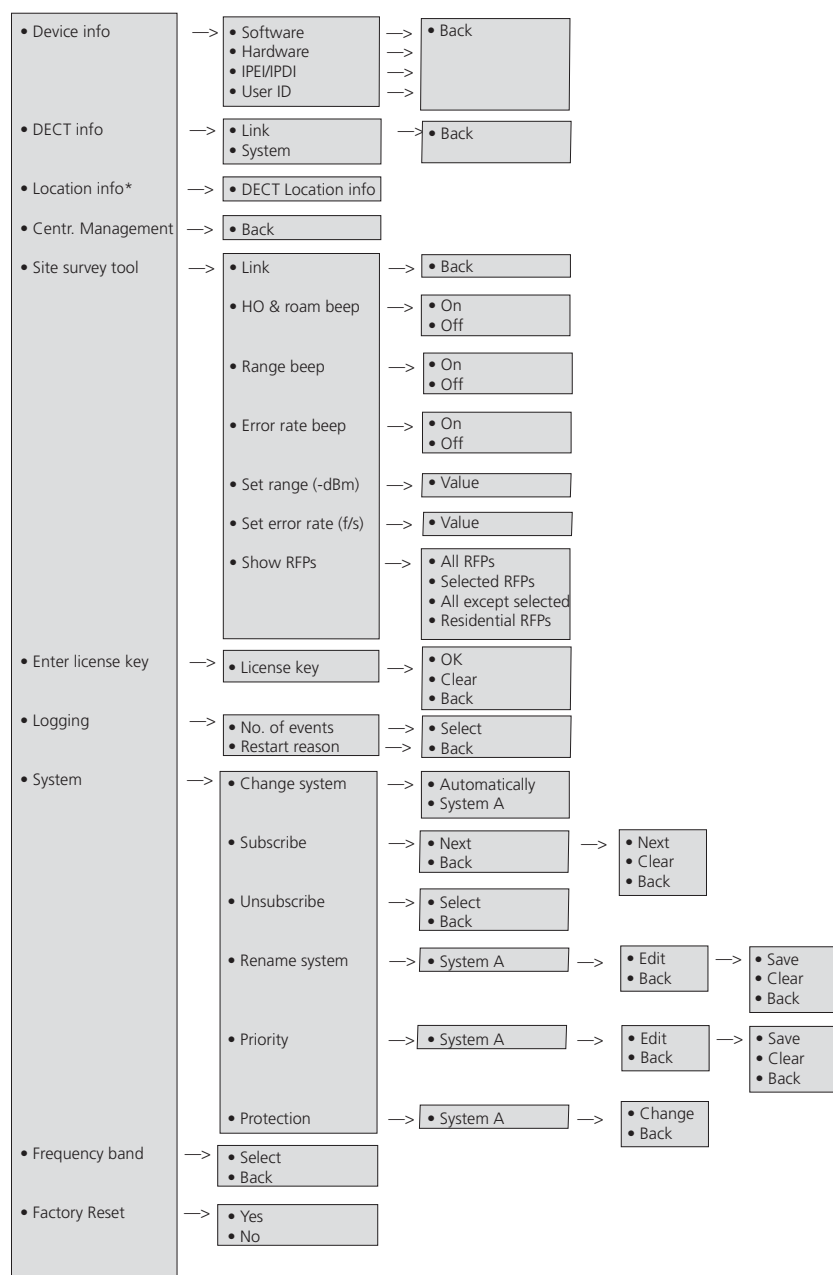
- Software and hardware information, license information, IPEI/IPDI, and User ID
- DECT link and system information
- DECT location information<sup>1</sup>
- Centralized Management status
- Site survey tool
- License upgrading menu
- Fault logging
- Enhanced system menu with ability to alter protection
- Factory reset option

To activate the Admin Menu, enter the Call time screen and press > \* < \* <.

Figure 4 on page 30 shows the Admin menu tree for the d62 DECT handset.

---

1.Requires a functionality license and is applicable for d62 Messenger and d62 Protector only.



\*) This is a license dependent feature and is applicable for d62 Messenger and d62 Messenger only.

Figure 4. Admin Menu in d62.

Other menus are described in *User Manual, Ascom d62 DECT Handset, TD 92477GB*.

## 6.2 Quick Access to the handset's Device Information

For quick access to device information, short codes can be used from the idle menu. To display this information, enter the following codes in the handset.

For quick access to the **Device Information (DI)** menu in idle mode, press the keys containing **\*#DI#** (that is **\*#34#**). To view the IPEI/IPDI directly, press **\*#06#**. See the table below.

| Information         | Code           |
|---------------------|----------------|
| Software version    | *#34#          |
| Hardware version    | *#34#          |
| License information | *#34#          |
| IPEI                | *#34# or *#06# |
| IPDI                | *#34# or *#06# |
| User ID             | *#34#          |

## 6.3 Quick Access to the Handset's Input Menus

For quick access to the handset's menus for entering data, short codes can be used in idle mode.

| Menu              | Code  |
|-------------------|-------|
| Enter license key | *#35# |

## 6.4 LED indications

The following table shows the LED indications that are used for d62.

| LED indication                               | Description                           |
|----------------------------------------------|---------------------------------------|
| None                                         | Switched off.                         |
| Green, fixed                                 | Handset fully charged and in charger. |
| Green, flashing                              | Switched on, but not in charger.      |
| Orange, fixed                                | Charging.                             |
| Orange, flashing (1 000 ms on, 1 000 ms off) | Software download.                    |
| Red, fixed                                   | Software error. Service needed.       |

## 7 Troubleshooting

This section contains information on how to solve common operational problems, and information on warnings you may receive.

Go through the following lists if you encounter any problems. If this checklist does not solve the problem, contact the system administrator.

If other users have similar problems, there may be a system error.

### 7.1 Fault Symptoms

If any of the following Fault Symptoms occur, follow the instructions below.

| <b>Fault</b>            | <b>Probable cause</b>                                                          | <b>Action or comment</b>                                                                                                  |
|-------------------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| The display stays dark  | Low battery level or faulty handset.                                           | Charge the battery. If the handset does not work after charging, contact the system administrator.                        |
| There is no ring signal | "Ringer off" icon is on, or ringer volume is set to silent, or faulty handset. | Press and hold the Mute key, or increase volume (Settings > Sound & Alerts > Volume) or contact the system administrator. |

### 7.2 Display Information in Handset

The following error messages can be shown in the handset display:

| <b>Display shows</b>                                                                                                                                                        | <b>Probable cause</b>                              | <b>Action or comment</b>                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No access                                                                                                                                                                   | The handset is in range, but has no access rights. | Switch off the handset and then switch it on again. If this does not work, contact the system administrator.                                                                                                                                                             |
| No System.<br>The handset beeps once a minute with a low tone followed by a high tone (during max 30 minutes). If the vibrator is enabled, it vibrates after the last beep. | The handset is out of coverage, or faulty handset. | The beeps can be stopped with the mute button. Then go into range.<br>Note: When re-entering the coverage area it can take a couple of minutes before the handset automatically has registered into the system. If this does not work, contact the system administrator. |
| SERVICE NEEDED<br>Parameters corrupt                                                                                                                                        | The handset is defective.                          | Select the reset option on the middle soft key and upgrade the handset's software to version 3.0.0 or greater. If this is not available or the problem persists send the handset for service.                                                                            |
| Note: This display message is only shown in English.                                                                                                                        |                                                    |                                                                                                                                                                                                                                                                          |

|                                                      |                                                                                                                                                                  |                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SERVICE NEEDED<br>Invalid IPDI                       | Easy replacement procedure not followed correctly or failure during easy replacement procedure.                                                                  | Send the handset for service.                                                                                                                                                                                                                                                             |
| Note: This display message is only shown in English. |                                                                                                                                                                  |                                                                                                                                                                                                                                                                                           |
| Enter PIN code                                       | Phone lock is activated.                                                                                                                                         | Enter the required PIN code. If the PIN code has been lost, enter a new PIN code via the PDM/IMS2 or do a factory reset via the PDM/IMS2.                                                                                                                                                 |
| Battery low, charge now                              | The battery level is low.                                                                                                                                        | Charge the handset, or replace or charge the battery.                                                                                                                                                                                                                                     |
| Phonebook is not available at the moment.            | The phonebook is not activated or does not respond.                                                                                                              | Try again later or if the fault persists do a factory reset via the admin menu or via the PDM/IMS2.<br>Note that it may take several minutes for the phonebook to be available if there are many entries in Contacts and/or company phonebook.                                            |
| Voice mail number not defined                        | There is no Voice mail number defined in the handset.                                                                                                            | Define a Voice mail number via the PDM/IMS2.                                                                                                                                                                                                                                              |
| Could not encrypt connection                         | The parameter "Encryption Required" is enabled in the handset in combination with;<br>1) Unencrypted base station(s); and/or,<br>2) Unsupported base station(s). | 1) Disable the "Encryption Required" parameter in handset; and/or,<br>2) Enable the encryption in the base station(s); and/or,<br><b>Note:</b> If Ascom's base station(s) is used, the software version must be 3.1.x or greater.<br>3) Use supported base station(s). Ask your supplier. |
| License key not accepted                             | 1)The license key is too short/ long<br>2) The license key is not valid.                                                                                         | 1)Make sure that the license key consists of 29 digits.<br>2) Generate a valid license using the License Web.                                                                                                                                                                             |

|             |                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                   |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Not allowed | <p>1) The handset with the shared phone functionality enabled cannot be logged in due to another handset using the extension (that is, User).</p> <p>2) The extension (User) does not exists.</p> <p>3) The password is not correct.</p> | <p>1) Logout the handset using the extension.</p> <p>2) Make sure that you entered correct extension. If needed, contact the system administrator .</p> <p>3) Make sure that you have entered correct password. Ask the system administrator if you have forgot the password.</p> |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### 7.3 Error Messages in PDM

The following error messages can be shown in the PDM. See also *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*.

| Error message | Probable cause                                                                                                                                                                                                                             | Action or comment                                                                                                                                         |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Aborted       | <p>1) Trying to downgrade the software of a handset that has been upgraded with a product license and/or functionality license.</p> <p>2) The handset's hardware does not support the software version you are trying to downgrade to.</p> | <p>1) The license(s) can be moved to an unlicensed handset (that is d62 Talker) using IMS2.</p> <p>2) Use another software version. Ask you supplier.</p> |

## 8 Related Documents

|                                                                                      |            |
|--------------------------------------------------------------------------------------|------------|
| Data Sheet, Ascom d62 DECT Handset, Messenger                                        | TD 92441GB |
| Data Sheet, Ascom d62 DECT Handset, Talker                                           | TD 92621GB |
| Data Sheet, Ascom d62 DECT Handset, Protector                                        | TD 92622GB |
| User Manual, Ascom d62 DECT Handset                                                  | TD 92477GB |
| Quick Reference Guide, Ascom d62                                                     | TD 92584GB |
| Function Description, Product Licensing Overview                                     | TD 92677GB |
| Installation Guide 9dLD Location Device                                              | TD 92175GB |
| Installation and Operation Manual,<br>Portable Device Manager (PDM), Windows Version | TD 92325GB |
| Installation and Operation Manual, IMS2                                              | TD 92586GB |
| User Guide, Site Survey Tool                                                         | TD 92220GB |

## 9 Document History

For details, see change bars in the document.

| Version | Date       | Description                                                                                                                                                                                                                                                                  |
|---------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A       | 2009-02-10 | First released version                                                                                                                                                                                                                                                       |
| B       | 2009-04-17 | Updated for over-the-air connection.                                                                                                                                                                                                                                         |
| C       | 2009-12-08 | Chapter Easy Replacement moved to the User Manual<br><a href="#">6.4 LED indications</a> on page 31: Easy Replacement issues moved to the User Manual.<br>Chapter: 7.3 LED Error Indications on page 25 moved to the User Manual.<br>See change bars for additional updates. |

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